

Phone or drop-in and speak to a youth worker at our friendly No Limits Centre:



No Limits
13 High Street
Southampton
SO14 2DF

At your school or college:

Come and see us at one of our Health and Wellbeing drop-ins at your school or college.

See our website for details
www.nolimitshelp.org.uk/school-and-college-drop-ins

Call us:

023 8022 4224

Email us:

advice@nolimitshelp.org.uk

Visit our website:

www.nolimitshelp.org.uk

Confidentiality & Data Protection

Equal Opportunities

All children and young people have an equal right to use our project and an equal right to respect.

Confidentiality

No Limits believe you have a right to privacy so we offer a confidential service.

Everything you tell us can remain confidential. This means we won't talk about any details you tell us to anyone outside of No Limits, unless there is a serious risk of harm to you or another person.

How are we doing?

We want to hear what you think about our service to help us offer the best service possible. Please let us know what we are doing well and how we could improve. You can do this by talking to a worker, visiting our website, writing in our comments book or completing a feedback form.

**NO
LiMiTs**

Helping Young People
Help Themselves

Confidentiality and Data Protection

This leaflet tells you about:

- Storage of information
- Having access to your records
- Confidentiality and when we may share information

**NO
LiMiTs**

Helping Young People
Help Themselves

www.nolimitshelp.org.uk

Tel: 023 8022 4224

How we store information about the young people we work with

No Limits work with young people (up to the age of 26) and their families, offering them information, advice, support, counselling and advocacy.

We keep records about all the young people and families we support. This is because we want to offer good quality support and advice.

We also need to be able to tell our funders how many young people are using our service so that they can see how we are spending the money.

Most information is stored on our client information database which is secure and password protected.

Some information is kept in paper files and these are stored in locked cabinets.

We have to keep all information for seven years, or longer if you are under 18.

Any paperwork we no longer need to keep is shredded by an approved shredding company.

What to do if you want to see information we have about you

You have a right to get a copy of information that is held about you.

You need to write to us to request this.

We must respond within 40 days.

Usually this will be quite straight forward. It will take longer if

- there is also information about another person contained in your notes
- it would affect a criminal investigation

For more information see

<http://ico.org.uk>



When do we share information with other agencies

No Limits offers a confidential service and doesn't generally share information with people outside of No Limits.

We do share when

- We are making a referral to another organisation for support. We will do this with you and keep you informed of how this is going.
- We have concerns that you, or someone you have told us about, is at risk of serious harm. Where possible we will do this with your consent.
- We are contacted by another agency because someone else is concerned that you are at risk of serious harm and they want to know if we can help keep you safe.

No Limits works with the Local Safeguarding Children Boards. This is to make sure children and young people feel safe and cared for. For more information see their website:

<http://4lscb.org.uk>